



Technology Investment Council



State of Delaware
Technology Investment Council (TIC)
Meeting Minutes
September 14, 2017

Technology Investment Council Attendees

Name	Title Organization	Attendance	Represented by
James Collins	Chief Information Officer Dept. of Technology and Information	Present	
Mike Morton	Controller General State of Delaware	Proxy	Jackie Griffith
Michael Jackson	Director Office of Management & Budget	Proxy	Amy Bonner
Dr. Bunting	Secretary Department of Education	Proxy	David Blowman
Leo E. Strine, Jr.	Chief Justice State of Delaware	Proxy	Dale Matthews
Dan Grim	Chief Technology Officer University of Delaware	Present	
Ed Krupka	Chief Information Officer Burris Logistics	Excused	
Glenn Tascione	Senior Vice President PNC Bank	Present	

Call to Order

Chief Information Officer (CIO), James Collins called the September 14, 2017, TIC meeting to order at approximately 9:05 am.

Welcome

TIC council members attendance was noted, as shown in the above table. Others in attendance included Department of Technology & Information (DTI) Senior Staff and Directors, and employees from other state agencies including the Department of Finance,

Dept. of Education, Office of Management and Budget, Department of State, and the Attorney General's office.

Approval of Minutes

CIO James Collins asked if all the members received and reviewed the June 13, 2017, TIC meeting minutes and requested a motion to approve them. Glenn Tascione made a motion to approve the minutes, and Jackie Griffith seconded the motion. With no opposition, the motion was carried unanimous.

CIO Update ~ James Collins

The Governor is chairing the Family Services Cabinet Council. One of the focuses of the council is dealing with violence in Wilmington. DTI was included after it started because a lot of the work they need to do requires data analysis. We are working closely with Dr. Walker the Secretary of DHSS and we are evaluating vendors to help choose a partner to help with this work. We have to look at what the data is telling us and use it to target services throughout state.

We need to reevaluate the role of this TIC since it is not currently functioning as intended in the statute. We need to consider reconstituting the council with State IT Directors and private sector participants to look at projects, policies and standards within the state. It is critical that agencies to be included.

The GEAR (Government Efficiency and Accountability Review) board has identified IT Centralization as a priority area. DTI is vetting firms with extensive experience with state and federal ITC experience to:

- Review State's IT capacity, services, and processes
- Provide benchmarking perspective (data point comparisons)
- Provide roadmap and plan going forward (what should Delaware be doing; how to get there from here.)

Significant executive level support will be necessary to navigate this transformational change that will serve as the underpinnings for many State priorities and initiatives.

Our leadership team met in July to review DTI's strategic plan to ensure alignment with our initiatives. The following priorities were identified:

- Need to refine and automate service catalog
- Need to evaluate building applications versus engaging expert partners
- Need for consistent service model to support IT Centralization
- Resource allocation needs planning, and systematic way to consider private partners

- Address expansion of service scope and proper prioritization of services
- Need for comprehensive standards and policies that have a well-defined compliance process

These are just a few of the challenges that our teams are focused on for DTI. They all support our continued efforts to move IT centralization forward in Delaware. We also have engaged a Lean consultant to review our business case process, and have involved agency partners to complete this work.

IT Centralization (ITC) –

- Legislative Branch
 - ITC initiated March 2017
 - DTI completed assessment process Spring 2017
 - Long Term Plan to be presented September 2017
- OMB/Human Resources
 - Consulted with OMB to determine how to meet the Department of Human Resources (DHR) technology needs. This is a new agency created to have a priority focus put on HR and Diversity and Inclusion within the state.
- Department of Correction
 - ITC is to be expanded in 2017 after the final DOC consultant report, released September 1, 2017. DOC has been tasked with developing an overall strategic plan and the Governor has instructed DTI to oversee and establish the IT portion.

Major Projects ~Greg Lane

Greg Lane provided a review of the current major projects. There are four projects that currently meet the Major Projects Criteria.

- DELIS/GIA/DESC
 - DELIS release was successfully implemented.
 - DESC has no release date at this time.
 - 2018 budget covers only priority 1 and 2 items identified from the testing in July. These will be revived with the Legislative Leadership team to define the development schedule using the 2018 budget.
- DOE – Replacement Identity System (EdAccess)
 - After careful consideration the use of cloud based services proved to be too expensive and the project will move to host on premise with the newly procured hardware. A no cost addendum was signed with Diamond Technologies due to vendors inexpensive with their selected technology

- slowing down the development velocity to accommodate the implementation date change to February 2018.
 - Phase 2 proposal has been reviewed and accepted by DOE.
 - Project was moved to on premise with an implementation with a date of 2018
- DSCYF – FOCUS (Integrated Child and Family Welfare System)
 - Completed Sprint 12 and Sprint 13 has been added.
 - An additional \$600,000 (\$348,000 State share) is being requested for four business analysts to produce user stories for the sprints due to the User Story “Readiness” and acceptance into sprints is currently behind target levels. Data conversion activities have been negatively impacted due to connectivity issues between Talend ETL and FOCUS Conversion Environment when accessing it from DSCYF machines.
 - The project is to be flagged as red due to an impediment and go-live is being moved to November 1, 2017, but it could get pushed out to January due to holidays.
- Motorola Tech Refresh
 - DivComm entered into a contract with Motorola to complete and eight year Technology Refresh Project designed to upgrade the 800 MHz mission critical radio system. They are currently into year two of an eight year project with planned activities on track and on budget.

Project Management Team Metrics – The PM team are closing as many projects as possible. The current projects leverage by the PM team – August 2017:

- 9 Closed
- 16 Execution Late
- 28 Execution On Schedule
- 51 Design/Planning phase
- 30 Pipeline with request for DTI project manager

Administration Update ~ Valerie Watson

Rate Methodology

- Standardized process to capture IT Spend
- OMB will be partnering with us to determine State IT spend
- We are working with OMB on a consistent and scalable chargeback model for DTI
 - Want to have in place before 2020 budget for use by customers
- Conducting a review of our catalogue and services
- Service rate review process
 - In the process of updating the rate codes

- Financial Analysis of Total Cost of Providing Statewide IT Services
 - This report is due to us at the end of September

FY2019 Budget Request

- Chef Automate –this tool will provide a way to have a rapid deployment of infrastructure and updates. A request for additional funds for the renewal subscription. This tool will help to secure the states data.
- Upgrade to the Core router infrastructure which is needed for broadband.
 - K12 needs the upgrade to meet their needs.

Cyber Security Update ~ Elayne Starkey

October is National Cyber Security Awareness Month. Fall is the busiest time for exercises and annual events.

Upcoming Events:

- Secure Delaware Conference – October 11
 - Registration has been open for just a little over a week and we are filled with 400 registered and a wait list
 - This is a free event
 - 18 vendors and homeland security are funding it
 - Location is at Dover Downs
 - This is an event supported by all sectors of Delaware including private businesses
- Food for Thought – October 17 (Rain Date October 19)
 - Food trucks lining Silver Lake Blvd.
 - Training/learning opportunity for good cyber security practices
- Cyber Exercises – October 25 and 31
 - 13th annual
 - Training based exercise
 - Partnering with DNG
- Disaster Recovery Exercise – November 30
 - This simulates loss of access to the state data center and recovering to our offsite location

The New Normal:

The recent WannaCry ransomware attack requires a renewed focus and increased due diligence related to basic cyber hygiene

- When data is breached is often comes back to something simple that could have been prevented

- Mandatory, enterprise-wide, cybersecurity training, incorporating phishing and social engineering
- Manage User Privileges including curtailing access and deleting stale accounts.
- Standardize Network Protections Enterprise-wide
- Assure all devices run up-to-date operating systems

Scanning Tools

- State - Need to improve timeframe to scan & provide results
- K12 Scanning Tools
 - Nessus has not been funded for the K12 network
 - Districts are tasked with performing their own scanning/analysis
 - Should DTI provide some level of scanning & analysis
 - Engineering Team working to deploy an open source scan tool to K12

Office 365 (K12)

- Current subscription does not support removal of hyperlinks in emails.
- O365 E5 is required for URL actions
- Ability to filter attachments only
- URL manipulation requires Advanced Threat Protection add-on. Cost is \$1.40 per instance per month for faculty and \$.70 per instance a month for students.

CrowdStrike (Endpoint Protection)

- SOC & COO teams agree that would should deploy now
- Remaining admin/separation of duty issue can be resolved
- Deploy centralized PC agents for centralized patching/updates

Email System Features and Functionalities

- State – On Premise Exchange
 - Includes ability to block/filter/custom rules based on URL
 - These features are available in O365 E5 suite

Operations Update ~Parthiban Jayaraman

DTI Metrics –

- Inbound Contacts
 - Average 350 contacts a day
- Ticket Resolution
 - 49% are resolved at the Service Desk (first) level
 - 25% are moved to Enterprise level/desktop support (second) level

Gartner Cloud eMail/Productivity

- Final readiness assessment and recommendation report has been completed
- Microsoft G3 – slight edge over Google apps, but either option would be acceptable.
- Key criteria:
 - Functionality/User experience (email+prod tools) is a significant factor in the decision as noted by agencies
 - Innovation Opportunity
 - Administration/Migration Burden
 - Security features available, license compliance
 - Costs
 - Right now the cost savings is not available yet, but we are hoping that we at or below today's costs. We are still working with OMB on contracts.
 - Time to migrate from current to new solution is between 6-36 months
 - Microsoft (current vendor partner) is planning future innovation investments in cloud initiatives
 - K12 is using both the platforms. They seem to be using Google apps more as a trend.
- An independent third party was engaged to meet with state agency representatives, technical experts both internal and external to Delaware, and review prevailing market trends to determine if the State of Delaware is ready for a potential move to an enterprise cloud solution for these two type of solutions or remain with the current on premise system.

AWS Phase II -

DTI is finalizing a statement of work with an AWS certified partner to build the foundation of an enterprise AWS environment for the state to be used as an Infrastructure as a Service (IaaS) platform of when appropriate. The SOW will provide:

- Enterprise Landing Zone – defined enterprise account structure, network and security structures, identity and billing framework; help draft and/or modify Delaware IT standards to include use of AWS platforms and constructs
- Enterprise Cloud Operating model - teaching/mentoring/advising and documenting initial day to day management and monitoring tasks for AWS assets
- Enterprise Cloud Training Environment – advise, plan and document AWS training paths for existing IT roles/personnel and Fiscal roles on how to interpret and account for monthly billing charges received from AWS
 - Servers are built in less than an hour now
- Two common system templates

- Windows/Linux for deployment
- Roadmap
 - how to expand and refine and migrate existing end to end solutions to the platform and how to continue the maturing of AWS skills in house
- Contract We are working with them on T&C's

Virtual Private Cloud Resource Availability

- Our team has adopted many of the tools utilized by commercial cloud providers such as Chef Automate. This will make the selection process seamless for infrastructure whether deploying on premise or in commercial cloud

Policy & Communications Update ~Jason Clarke

Governor's Office Policy Review

- Working with the Governor's team on the upcoming legislative session
- Open Data EO revisions to increase State agency participation
- House Substitute 1 for HB 180: Breaches of Security Involving Personal Information
 - signed August 17, 2017
 - The new law requires businesses and government agencies to safeguard information, and requires them to provide free credit monitoring services for customers whose social security number is compromised in a cybersecurity breach. With the enactment of HB 180, Delaware became just the second state to require businesses to provide those services, after Connecticut.

Wireless Broadband Proof of Concept Update

- HB 189 – right of way – this legislation allows vendors to access the State right of way for installation of small cell broadband equipment:
 - The small cell technology has the potential to increase broadband access in underserved areas
 - This change will also facilitate increased broadband through the use of 5G in the future

Broadband Grant

Phase 1

- Focused on building fiber infrastructure
- \$1M Incentive grant resulted in over \$30M in private investment and 700 miles of fiber

Phase 2

- Focused on expanding rural access
- 3 pilot projects to test wireless broadband and municipal WiFi options
- Goal to identify a solution that provides reliable cost effective broadband

Wifi Broadband Project

Seaford

- Bloosurf was made aware of a taller tower in Seaford that belonged to the State of Delaware that currently has Light Tower fiber in place. Bloosurf is reaching out to the Division of Communications to discuss leasing that tower. It would greatly increase the coverage area footprint.
- If the taller tower is not an option, Bloosurf will use the original water tower that was part of the site visit.
- Bloosurf is anticipating a long term partnership with Seaford and would like build out the infrastructure upfront.

Marydel

- The vendor awarded was Bloosurf.
- The construction and installation of the equipment was completed 9/6/2017.
- As a result of the size (limited height) of the tower, the vendor had to install smaller and lighter antennas and requested 30 days to test and verify the signal strength. DTI is requesting the testing cycle be shortened.
- Bloosurf will begin contacting pilot participants the month of September.

Rehoboth

- The vendor awarded was WhyFly.
- The IT Director of Rehoboth requested WhyFly wait until after Labor Day to proceed. The goal for Rehoboth is to develop a system to offer free Wifi to allow public access from mobile devices on the Avenue, boardwalk, and the beach.
- The cost of the system is to be self-sustained and WhyFly will require users to view ads as a result of accessing the free service.

Public Comment

Patches Hill commended the work DTI is leading in Sussex County to increase broadband. Our constituents need this to conduct their daily lives, so this is very important work.

The Next TIC Meeting Date is December 12, 2017.

Adjournment

With no further business to be conducted, Dan Grim made the motion to adjourn and Amy Bonner seconded the motion. With no opposition the motion was carried, unanimous. The meeting was adjourned at approximately 10:30 am.

Respectfully submitted,
Ronda Ramsburg

DRAFT